

4.0 Monitoring and Reporting Systems

■ 4.1 Transit System Monitoring

It is proposed that monitoring and reporting certain data on service characteristics and operations be required for agencies receiving program funds for transit. If the transit program is implemented, it will be used to fund transit services for markets and locations without a history of transit service. Good monitoring and reporting systems are therefore required to understand how well these systems are meeting their objectives. Reporting requirements must be adequate to assess the progress and performance of the program, but should be scaled and appropriate to the level of service and site resources. Requirements should be reassessed annually over the first several years to assure that they are realistic and are producing an accurate evaluation of the federal investment. Basic items to be reported could include, as appropriate to the level of transit service, site and agency resources, and other considerations:

- Annual fleet inventory including make, age and mileage of vehicles/vessels;
- Annual inventory of other facilities (maintenance, storage, shelters, etc.);
- Service characteristics;
 - Route maps and distances
 - Headways
 - Dates and hours of operation
 - Fares
 - Vehicle miles of service by month
 - Vehicle hours of service by month
 - Missed trips
- Ridership by route and month;
- Revenue by route and month;
- Accident/safety record; and
- Operations and maintenance cost.

Each agency would maintain its own database and provide the U.S. DOT an annual report summarizing the information in the database including identifying trends in costs, fleet/facility characteristics, ridership and revenue. Some States with numerous small, rural transit systems, such as Pennsylvania and North Carolina, already have systems in place that can serve as a model. The U.S. DOT and the FLMA's could choose

to periodically conduct detailed evaluations of larger FLMA systems including more detailed cost breakdowns, ridership surveys and interviews with site personnel to assess the success of these systems in meeting their stated goals and objectives.